A Decision Tree for Improving Employee Performance

Adapted from "Coaching for Improved Work Performance" by F. Fournies

Identify Performance Deficit

1. Is it worth your time?	No →	Don't waste your time on it.
↓ Yes		
2. Does employee know performance is unsatisfactory?	No →	Let employee know; provide specific feedback.
↓ Yes		
3. Does employee know what to do and when and how to do it?	No →	Let employee know. Develop work plan. Provide training if needed.
↓ Yes		
4. Are there obstacles beyond employee's control?	Yes →	Remove obstacles. Make accommodations where necessary. Refer to KEAP
↓ No		
5. Are you rewarding poor performance?	Yes →	Stop rewarding poor performance. Change the consequences.
↓ No		
6. Do you use appropriate consequences?	Yes →	Congratulations. You are doing your part!